

(c) the steps propose to ensure time bound redressal of grievances of consumers;

(d) if so, the details thereof and if not, the reasons therefor;

(e) whether the DESU is holding open sessions on certain days;

(f) if so, the details in this regard;

(g) whether Government propose to set up more cash collection centres;

(h) if so, the details thereof; if not, the reasons therefor;

(i) whether the present computerised billing system of DESU is defective;

(j) if so, whether it is proposed to simplify the billing system; and

(k) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF POWER AND NON-CONVENTIONAL ENERGY SOURCES (SHRI KALP NATH RAJ): (a) and (b) The said news item, inter-alia, relates to the issue of bills by DESU on the basis of revised tariff from 1-3-1991 without actual meter readings, cases of erratic billing by DESU, the problem faced by the consumers in the rectification of wrong electricity bills etc.

According to DESU, since there are about 17 lakh consumers involving issue of over 8 lakh bills every month, it was not practicable to take the readings of all the meters on the same day on which the revised tariff became effective. The bills for pre-revised and revised tariff were, therefore, issued on pro-rata consumption basis.

(c) to (f) Suitable arrangements already exist in DESU for the redressal of grievances of the consumers. The Grievance Committees at the level of Executive Engineers hold meetings every week on Tuesday. The meetings at the level of Additional Chief Engineers are held every fortnight for speedy settlement of the

complaints of the consumers. DESU has also set up three Bijli Adalats for speedy redressal of the grievances of the consumers.

(g) and (h) DESU propose to open the following additional Cash Collection Centres:—

1. Mayur Vihar

2. Onkar Nagar/Tri Nagar

3. Bawana

4. Gopi Nath Bazar, Delhi Cantt.

(i) to (k) The computerised billing system of DESU is working satisfactorily. The position is, however, reviewed from time to time by DESU in the light of the suggestions received from the consumers etc.

Bridge at Varkala

1763. SHRIMATI SUSEELA GOPALAN: Will the Minister of RAILWAYS be pleased to state:

(a) the reasons for delay in the construction of the overbridge at Varkala on Ernakulam-Trivandrum line; and

(b) the steps being taken to complete the bridge?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MALLIKARJUN): (a) and (b) Proposal for construction of road overbridge in replacement of the existing level crossing at Km. 179/13-14 near Varkala has been received from the State Government only recently. The State Government has been requested to finalise the scheme for the work jointly with Railway, accord priority, and sponsor it for inclusion in Railway's Works Programme.

Air India Aircraft at Singapore

1764. SHRI P. M. SAYEED: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether a large number of passengers were kept inside an Air India